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| Authority & Contractor Logo | MHA logo MASTER | | |
| **Overarching Outcome** | | Efficient Service Delivery | |
| **KPI 11Jan 2017** | **Culture / Team Effectiveness** | | Annual Extension Indicator |
| **Definition & Target:** | To undertake the annual MHA culture framework questionnaire (both Client and Providers). The outcome is defined as the overall rating not that of an individual party.     |  |  | | --- | --- | | Overall questionnaire outcome | Target | | To improve on the previous year result | >100 % | | | |
| **Calculation Matrix:** | Jointly reviewed monthly  Current – previous overall annual score X 100 = ? %  Previous annual score | | |
| Why are we measuring this: | * To ensure that the contract is improving in a collaborative manner (and trust) * Collaboration leads to increased efficiency * Other LHA objective | | |
| How might measuring this make people behave and improve: | * To consider the advantages of a non adversarial environment * To recognise the benefits of joint working and same goals | | |
| How the data will be collected and on what frequency: | Results from the survey available on a yearly basis | | |
| What action will be taken if Target below target: | * Will effect annual extension * Reasons for failure and specifically the areas of failure need to be addressed immediately. * Other LHA objective | | |
| Who will this target be benchmarked against | * To be presented (anonymously) annually with all other MHA members results to determine common areas available for improvement. | | |
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| **Transitional Goal** | * To be determined after initial all member trial | | |
| How | Through TWG and TCB | | |